

GENERAL INFORMATION

Inclusive Prices

2020 prices are per person in CAD. Prices include all accommodations, airport transfers as detailed in tour, entertainment, special dinners, land and cruise transportation, sightseeing, shore excursions, luggage handling, and services of local guides and Tauck Directors. Meals are included as specified.

Hotel & Ship Accommodations – Tauck’s price includes all hotel accommodations with private baths. Two-bedded rooms are reserved in most hotels. Triples are usually two-bedded rooms plus a rollaway cot and are not recommended for comfort. Aboard ship, triples are accommodated with a pull-out sleeping couch in limited Category 7 suites.

Internet – Complimentary basic Internet where available in hotel rooms and aboard riverboats; service levels are not guaranteed.

Tauck Director – Each tour is conducted by a Tauck Director who remains with the group. Each European river cruise is conducted by a Tauck Cruise Director and three Tauck Directors. They are professional employees of Tauck.

Gratuities Included – All appropriate gratuities for luggage handling, bellmen, doormen, dining room servers and local guides are included. As exceptions, Tauck Director and Tauck Cruise Director gratuities are included on all European river cruises.

Luggage Handling & Restrictions – Luggage handling is included in the tour cost. Due to space restrictions, we ask that you please limit your checked luggage to one suitcase per person weighing no more than 50 lbs. (23 kg) and with overall dimensions (length + width + height) not exceeding 62 inches. Most airlines require that checked luggage not exceed a weight of 50 lbs. per piece. Luggage exceeding the maximum restrictions is subject to expensive overage fees or is at risk of being left behind. Many airlines are now charging fees for checked luggage, regardless of the number of bags. Airlines revise luggage policies frequently, and often without notice; therefore Tauck cannot be held liable for additional fees or inconveniences imposed by the airline. We urge you to check with your airline before traveling to verify current number, size and weight limits. Additionally, guests on tour should limit their hand luggage to a small carry-on piece and only those items needed during the day. Most modern sightseeing motor coaches offer limited space for numerous or larger items. Space under seats or in overhead racks is typically small, and designed to accommodate items like coats, hats, purses, small camera bags, etc. Items too large to fit underneath seats or in overhead racks must be stored in the luggage bays beneath the motor coach and may not allow for access during daytime travel.

Not Included

Airfare to the tour departure point and from the tour ending point is not included. Airport tax and departure taxes are not included.

Hotel Rooms Before or After Tours – As a service, Tauck will make hotel reservations before or after your trip on a space available basis upon request. Hotel charges will be added to your tour cost. **Note:** Airport transfers are included for these bookings; ask at booking.

Personal Expenses such as phone calls, room service, alcoholic and bar beverages, laundry, airline excess luggage charges and other optional incidental extras are not included.

Luggage Responsibility – Although every effort is made to handle guests’ luggage carefully, we cannot be responsible, assume liability or accept claims for loss or damage to luggage and personal effects due to breakage, theft, or fair wear and tear through hotel, airline and group carrier handling. It is important to have adequate insurance to cover these eventualities. See Tauck’s “Cruise Protection.”

Before You Go

Itinerary Changes & Price Flexibility – Tauck pledges to make every effort to operate all tours as advertised. Tauck reserves the right to alter or curtail the itinerary, or substitute sightseeing, ports, hotels, and / or conveyances as deemed necessary. Any savings realized by these changes will be refunded to passengers. Any resultant added expense will be covered by Tauck. **Note:** Although not expected, prices in this brochure may be modified due to unexpected significant external factors not forecasted at the time of printing.

Passports / Visas – For international travel, US citizens require a passport valid for at least 6 months beyond the completion of your cruise. Non-US citizens should contact their booking agent or appropriate consulate for information on all necessary documents required.

Transportation Security Measures – The Transportation Security Administration requires all passengers to provide their name as it appears on the passport or government-issued ID to be used while traveling, their date of birth and gender when making airline reservations to fly to, from and over the US to the airlines. Travelers must provide their passport number and date of birth to Tauck at time of booking for all cruises. Tauck must provide this information to the cruise line before departure or you may be denied boarding. This information will be requested at booking.

Membership & Health – Membership will be granted to all persons. Please consult your physician for pre-departure health advice. Tauck reserves the right to terminate the tour or cruise of any persons who are abusive of others or whose behavior disrupts the tour.

Travelers Needing Special Assistance – Tauck regrets that it cannot provide individual assistance to a guest for walking, wheelchairs, motorized scooters, dining or other personal needs. Guests needing such assistance must be accompanied by an able companion who will assist them. We regret that some itineraries cannot accommodate wheelchairs or motorized scooters.

Air Services – International airfare may be purchased through Tauck for travel originating in the United States and Canada. By using Tauck’s air services, you agree that Tauck, in purchasing, selling or otherwise arranging air transportation, is acting only as your agent and is not liable or responsible for any accident, death, personal injury, illness, property damage, delay or other loss or expense of any nature whatsoever arising directly or indirectly out of any act of God, or any actions or omissions (including any failure to provide services) or default of, any carrier. All carriers are independent contractors and are not owned,

managed, controlled or operated by Tauck. Your airline ticket constitutes a contract between yourself and the airline (and not Tauck), even if purchased through Tauck. Tauck is not liable for, and does not assume responsibility or accept claims with regard to, seat assignments, name changes, schedule changes, flight changes, missed connections, cancellations, claims for a refund or reimbursement of airline ticket fees, or any other loss or expense incurred by you for any reason whatsoever (including, without limitation to bankruptcy, insolvency, reorganization of a carrier or similar relief from creditors) when purchasing or using the carrier’s services. Tauck must handle ticketing for Tauck’s special fares, which are subject to availability and cannot be guaranteed until reserved. Special fares cannot be combined with any other promotional offer. Tauck’s air services must be purchased in conjunction with a Tauck tour. Electronic ticket numbers will be mailed with final documents. Should you cancel or change your air before or after departure, all airline cancellation and change fees will apply.

Shore Excursion Selection – Tauck will contact guests 90 days prior to departure to assist with shore excursion selections (included in the price but subject to availability).

Photography and Video on Tour – Occasionally, Tauck will use photographs and / or video taken by fellow guests or your Tauck Director on tour for print, Internet and other media promotional purposes. If you prefer that your image not be used in any marketing activities, please notify your Tauck Director at the start of your tour.

How To Make A Reservation

To Make a Reservation, see your travel advisor, or phone Tauck with full first and last name (as it appears on your passport), address and hometown of all persons. We will verbally give a “Deposit Due Date” up to which time space is tentatively held.

Tauck
10 Westport Road
Wilton, CT 06897-4548 United States
Phone: (800) 468-2825 Email: info@tauck.com

Mon – Fri: 8:00 AM – 9:00 PM New York City time
Sat: 9:00 AM – 5:00 PM New York City time
Sun: 12:00 Noon – 5:00 PM New York City time

For additional contact information and international inquiries, visit www.tauck.com/contact-us

Tour Pricing – Doubles are priced for two people sharing a room; two-bedded rooms with a private bath are usually reserved for doubles. The tour price for rooms occupied by one person is higher than those where two or more persons share the cost of a room.

Deposit Date – To hold space up to time of “Final Payment,” a deposit for each tour booked must be received by the “Deposit Due Date” or space is automatically released. Deposits are as follows:

\$1100 per person – European riverboat cruises

Final Payment is due at Tauck’s Wilton, CT office 90 days before departure for European riverboat cruises. Bookings without full payment at this time may be subject to cancellation without notice.



Final Documents, which may include electronic airline ticket numbers when applicable, are sent by first class mail upon receipt of final payment. They include joining instructions, hotel lists, reading list, clothing suggestions, tour itinerary, luggage tags, and other pertinent information. We recommend overnight mailing service for any reservation that is made within 30 days of the tour departure date to ensure timely delivery. The additional expense will be added to your tour cost and must be included in your final payment.



Under Tauck’s Cruise Protection Product, you will receive the following:

Cancellation Fee Waiver – Provided by Tauck
Should you have to cancel your trip for any reason, Tauck’s Cancellation Fee Waiver reduces the regular cancellation fees outlined herein, provided we are notified of cancellation before your trip departs. Certain terms and restrictions apply – see below*:

***Extreme Circumstances:** In the event of an act of God, war (whether declared or undeclared), terrorism, accident, natural disaster, outbreak of disease, or other event or circumstance beyond our control that contributes to or results in cancellation rates above our historical cancellation rates in the absence of such event or occurrence, Tauck reserves the right to issue a credit to you in lieu of a money-back refund, applicable to a future Tauck journey.

Travel Insurance Benefits – Underwritten by United States Fire Insurance Company Should you have to cancel your trip due to illness, injury, death or other covered reason, any cancellation or airline penalties not refunded by Tauck under the Cancellation Fee Waiver may be reimbursable under Trip Cancellation. This Protection also provides benefits for:

- **Trip Interruption** – If you have to interrupt your tour for covered reasons, the plan provides reimbursement to catch up to your tour or return home.
- **Travel Delay** – Provides reimbursement for missed, prepaid travel arrangements if you are delayed by a common carrier, natural disaster, unannounced strike, or other reasons as cited in the certificate.
- **Medical Expense** – Reimburses covered medical expenses incurred in the event you become injured or sick during your trip.
- **Baggage / Personal Effects Protection** – Provides reimbursement in the event your luggage or personal effects are lost, stolen, damaged or delayed during your trip.
- **Worldwide Emergency Assistance Services – Provided by Carefree Travel Assistance** – 24-hour emergency telephone assistance hotline for medical and travel-related problems.

The cost of Tauck’s Cruise Protection is as follows:
\$689 per person – Tauck Bridges family river cruises
\$795 per person – European riverboat cruises

Tauck’s optional Cruise Protection must be requested at time of booking and fee must be included in initial payment. Fees are based on costs as of July 2019, and are subject to change. Reimbursements will be made according to original method of payment. The amount of any refund shall be reduced by any recoveries obtained by you from any third parties. Travel agent commissions are not covered under these products.

The protection plans discussed above provide insurance coverage that applies only during the covered trip. You may have coverage from other sources that provides you with similar benefits but may be subject to different restrictions depending upon your other coverages. You may wish to compare the terms of this policy with your existing life, health, home and automobile policies. If you have any questions about your current coverage, call your insurer, insurance agent or broker.

If You Have To Cancel

Cancellation Fees – Regardless of reason, cancellations result in costly charges from travel and hotel providers covering penalties and fees incurred by cancelling confirmed bookings. Therefore, the fees listed herein will apply.

Guests choosing to purchase Tauck’s Cruise Protection will incur cancellation penalties per person as follows:

European River Cruises
90 days or more before departure
Loss of Cruise Protection fee per person
89–46 days before departure
Loss of 25% of cost of cruise per person, not including air (if applicable), plus loss of Cruise Protection fee
45–1 day before departure
Loss of 50% of cost of cruise per person, not including air (if applicable), plus loss of Cruise Protection fee

Guests choosing **not** to purchase Tauck’s Cruise Protection will incur cancellation penalties as follows:

European River Cruises
90 days or more before departure
\$1100 per person
89–46 days before departure
Loss of 50% of cost of cruise, not including air (if applicable) per person
45–1 day before departure
Loss of 100% of cost of cruise, not including air (if applicable) per person

Time of cancellation will be when notice is received in Tauck’s Wilton, CT office.

In the event of an unforeseen circumstance beyond our control, Tauck reserves the right to amend the Cruise Protection program and cancellation terms outlined herein.

Tour Interruption Fees – If you have to interrupt your tour en route, you may be entitled to a refund for the unused land portion if it exceeds 24 hours; certain restrictions apply. Such refunds are based upon the number of overnights missed less a fee of \$50 per person per day for unused transportation and other fixed expenses.

Partial Room Cancellation – A person who cancels or leaves a tour while a roommate remains constitutes a cancellation of one type of accommodation and rebooking of another type of accommodation. The price charged the remaining person is the new, higher price for the new accommodation.

Single Rooms – Since hotel rates are per room, the price for rooms occupied by one person is higher than those where two or more persons share the cost of a room. In Europe, most single rooms are smaller than double rooms and only have one bed. Special single rates are available on select departures of select journeys as noted on individual tour pages; these special single rates are not transferable to other departure dates.

Before You Book

Your comfort and satisfaction are of utmost importance to us. Before booking your cruise, please be advised that many of these cruise tours are active and may include touring in areas where modern amenities, like US-standard air conditioning, are not available. To access touring locations, you may need to walk considerable distances and stand on uneven terrain like cobblestones. Travelers must be in good health; consult your physician for pre-departure advice.

ACTIVITY & PACE LEVELS

Activity & pace icons on all of our trips give you a better idea of physical activity level – higher numbers mean more active journeys.

Activity Icon
1. Walking / standing for up to one hour at a time, stairs and level ground
2. Walking / standing for one to two miles at a time, uneven steps & cobblestones

3. Active hiking, biking & walking for two to three miles, up hills & uneven terrain
4. Active walking, hiking, biking & sea kayaking with distances of 3+ miles for up to 3 hours at a time

Pace Icon
1. Generally easy – with time to rest and relax
2. Moderate – with some early morning starts
3. Often robust – long days, active sightseeing, early starts, evening activities, significant travel times

4. Consistently robust – very full and active days, extended travel times, and may include use of different modes of local transport

Special thanks go to our guests, friends, families, travel partners and suppliers for the photography featured in this brochure.

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